

One of the Largest Gifts in LVHN History - Video & Photos

It leads to a new name: Lehigh Valley Reilly Children's Hospital.

Patient Care Services Annual Report

Kim Jordan is amazed at what you accomplished.

Gail Toscano Named Service Star

She can be counted on to keep things running.

Celebrating 50 Years of Service

Learn about Bernadette Kratzer's remarkable career.

Maintain Don't Gain Challenge

Keep your weight during the holiday season.

Expanding Service at ExpressCARE

Partnership with ED adds patient convenience.

Fantastic Forum for Change

Attend the Physician Billing and PSR User Group Nov. 29.

Cruise the Caribbean

Book your spot on this Rec Committee trip.

'A' Grades From Leapfrog

[Learn More](#)



Let's Honor Our Colleague Veterans

[Learn More](#)



Policies Created and Updated

[Learn More](#)



LVHN news

LVHN Ranks Third on Most Wired Hospitals List

He Beat the Odds on "Widow Maker" Heart Attack

Flu Season Tips

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

Here's the Big News: We Received One of the Largest Gifts in

LVHN History – PHOTOS & VIDEO

by [Rick Martuscelli](#) · November 15, 2018

We told you big news was coming. Well, here it is! We received one of the largest gifts in LVHN history and our children's hospital has a new name.

[7](#)

[Share](#)

The gift is from local philanthropists and business owners J.B. and Kathleen Reilly. The sizable gift – the amount of which will be kept private as per the family's wishes – will be dedicated to supporting ongoing enhancements to programs, services and facilities of the children's hospital, which now will be named **Lehigh Valley Reilly Children's Hospital**. Here is the new logo.



The announcement was made Nov. 15 in the atrium of LVH–Cedar Crest's Jaindl Family Pavilion. [Watch the event on LVHN's Facebook page](#). Major changes will be made in and around the pavilion that will consolidate key services for kids under one roof.

A new designated entrance for Lehigh Valley Reilly Children's Hospital is being built. The façade will feature colorful lighting, an overhead canopy and valet services. The bright colors on the outside will spill into the hospital lobby. It will have its own welcome desk and be a friendly space designed just for kids and families. Here are photos.

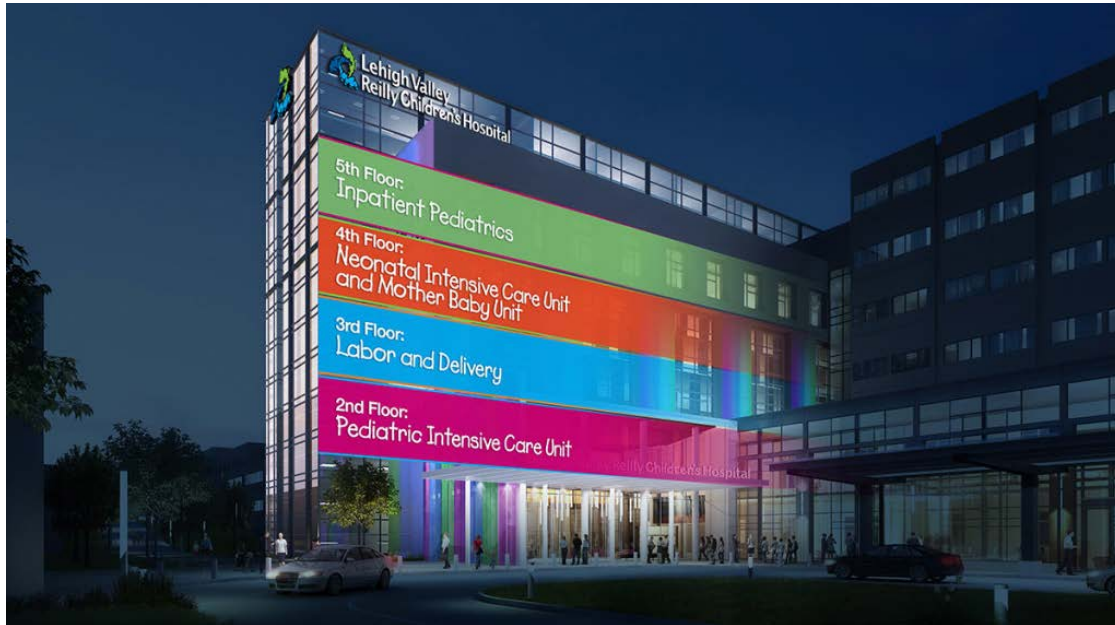


On the second floor of Lehigh Valley Reilly Children's Hospital, you'll find a pediatric intensive care unit. It's the only PICU in the region staffed around-the-clock by intensive care specialists. The Reillys' gift allows us to expand the unit to 12 beds and create private spaces for families to be together. The gift also will help us modernize and expand the fourth-floor NICU, increase the number of beds that provide Level IV care to newborns, and create private spaces for families

On floor 5, construction is underway on a new inpatient pediatric unit. The new 30-bed unit will include all private rooms. It will give us an additional four beds to provide inpatient care. Kids will find their room by searching for their room's specific

color and animal. For example, one child might have the “Blue Bear” room, while another has the “Red Rabbit” room. Patient rooms will contain large TVs and DVD players, and comfortable space for families to spend time with their little one. The unit will be complete in February of 2019.

Here’s a floor-by-floor look at everything you’ll find inside Lehigh Valley Reilly Children’s Hospital.

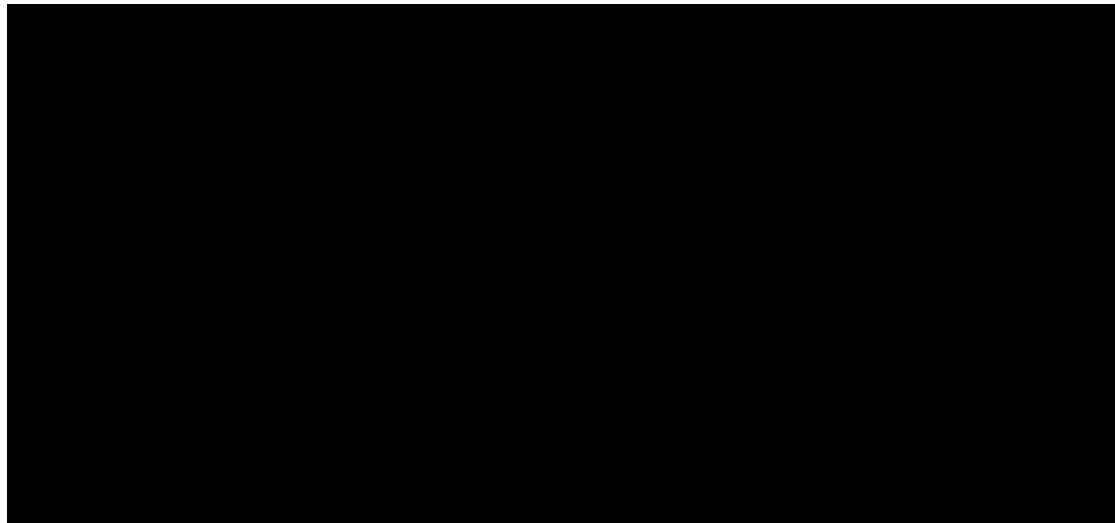


With this gift, we also will expand our:

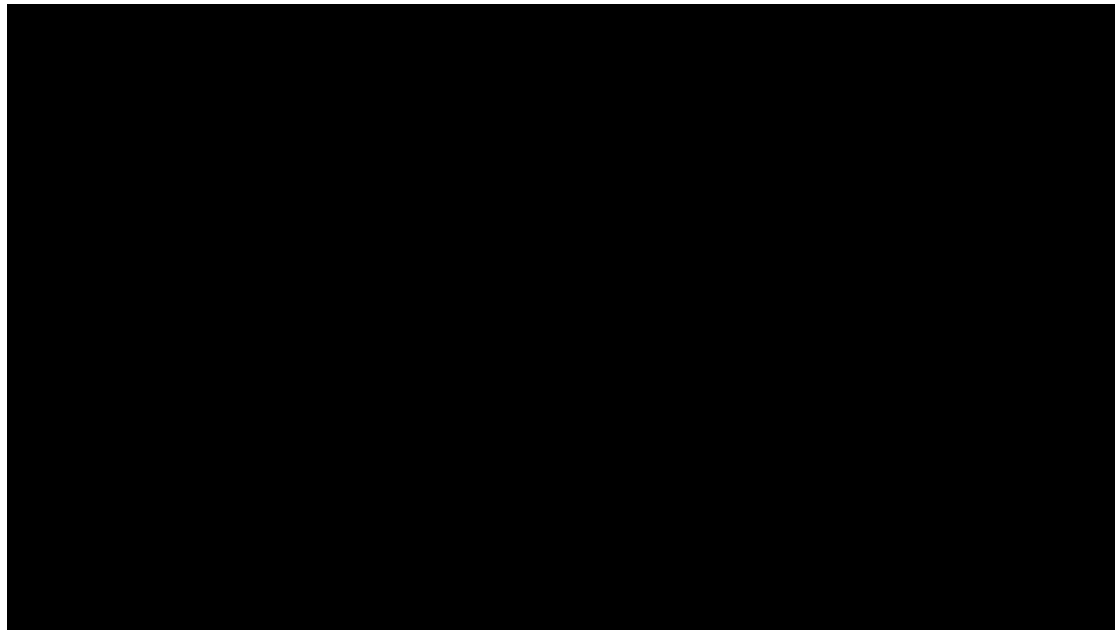
- Children’s surgery programs to include care for congenital defects, hearing impairments and gastrointestinal disease
- Child life program – the only one in the region – by adding more child life specialists
- Children’s Health Improvement Project, which provides home assessments, facilitates connections, coordinates care and supports families in optimizing the health of children

The Reillys know first-hand what it is to have a child face a life-threatening health issue. Years ago, on two separate occasions, both of their daughters’ lives were saved by LVHN before being transferred outside the region for specialized care. They tell their story in this video.





Now we'll sharing this exciting news with the people of our community. Here is our new TV commercial about Lehigh Valley Reilly Children' Hospital.



Great Work: Patient Care Services Annual Report

by [Kim Jordan, DNP, RN](#) · November 16, 2018

Each year, as I read the final Patient Care Services Annual Report, I am in awe of what we have accomplished. [Click here to download it.](#) And, just a bit tired! At the same time, I am rejuvenated to work hard in the current year to enhance even more the quality and safety for our patients and your experience in delivering that care. For sure, this year's report confirms you are demonstrating our network priorities – better health; better care; better cost; and, better colleague experience. Please accept my sincere thanks!



□ 1

□ Share

Magnet Model

The report is organized within the framework of the Magnet® Model components –

- Transformational Leadership
- Structural Empowerment
- Exemplary Professional Practice
- New Knowledge, Innovations and Improvements

Embedded within each component is the need for improving empirical (measurable) outcomes. Like our employee engagement scores, nurse sensitive clinical indicators (e.g. falls, pressure injuries, catheter-associated urinary tract infections) and patient satisfaction.

While numbers are important, this report also highlights non-empirical

achievements, such as our monthly DAISY Award recipients and our new DAISY Nurse Leader and Team awards, Nightingale of PA award honorees, Nurse Week activities, and our Haiti Nurse Partnership. And let's not forget our increasing numbers of certified nurses, demonstrating your specialized knowledge and commitment to delivering the best patient care.

Truly, delivering the best patient care is what it is all about. Sit back, read the annual report and feel proud about your role in making us a Magnet® organization – and thank you for all you do to ensure every patient experiences exceptional, compassionate care.

Kim



Kim Jordan

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

Service Star of the Month – November 2018

by [Paula Rasich](#) · November 15, 2018

Gail Toscano, Administrative Coordinator, LVHN–One City Center

Whether offering a comforting smile or lending a helping hand, Administrative Coordinator Gail Toscano can always be counted on. She keeps everything running like a well-oiled machine, all with consistent cheer and a positive attitude.



[3](#)

[Share](#)

Toscano goes above and beyond to serve the Department of Community Health. She is the go-to person for everything – from addressing colleague concerns to organizing meetings and events that go off without a hitch. “Gail is an amazing person and a true joy to be around,” says nominator Roya Hamadani. “She always makes it look easy.”

Quick to notice when a need arises and jump right in, she recently took on the responsibilities of a colleague who left the department. Regardless of the challenge, she handles the pressure of multitasking with grace and a sense of humor.

Toscano boosts the morale of those around her on a daily basis. She leads the department’s “sunshine committee,” a group of colleague volunteers who organize fun activities like baby showers and potlucks. Celebrating and acknowledging milestones creates a sense of community and makes everyone happier and more productive.

Toscano is a testament to the impact an open, friendly attitude can have on a department. Colleagues regularly comment on how much they appreciate her smile

and friendly demeanor.

“We couldn’t do it without her, and no matter how busy she is, she makes time to volunteer and bring joy to her colleagues,” Hamadani says. “Gail’s contribution to the health and well-being of the department is immeasurable.”

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Anna Fernandez, CNA, hospice unit, LVH–17th Street

Fernandez has earned her wings, at least according to one family whose father she cared for before he passed away. Part of the hospice team, she did everything she could to provide genuine comfort to the family’s father. The family called Fernandez an angel, because she never forgot the little things that made the difficult time more pleasant for everyone.

Colleagues from LVPG Internal Medicine–3080 Hamilton Blvd.

Good deeds come in many forms. From donating lunch to a hungry patient to organizing a collection for a person who has suffered a serious loss, colleagues from this practice are a shining example of what caring teamwork should be. The tight-knit group regularly reaches out to those in need to provide comfort and support.

Stacy Kerr, PT assistant, Janna Wilbur, OT, and Julie Dephillips, Case

Manager, transitional skilled unit, LVHN–One City Center and LVH–17th Street

Never satisfied with the status quo, Kerr, Wilbur and Dephillips rely on creative thinking, seamless communication and kindness to do what’s best for their patients. As a result of their out-of-the-box thinking, one patient with Guillain-Barre syndrome learned to walk again, another pushed beyond his limits after an embarrassing fall, and yet another was able to get insurance coverage for more days of important therapy in the transitional skilled unit.

Megan Kershner, RN, Cancer Center, LVH–Muhlenberg

When caring for patients, Kershner recognizes the fears of her patients and always acts on their behalf. While completing a phlebotomy, a difficult procedure that requires inserting a big needle into a vein in the arm, she kept an extremely scared patient calm through the whole process. The patient was intellectually disabled so she had to continuously encourage and comfort the patient. When the procedure was over, the patient smiled and gave Kershner a high five.

Joseph Delellis, security, LVH–Schuylkill

A little girl was crying because her sister was in the emergency department. Delellis explained to the little girl in a soft, calm voice that her sister was in good hands and that she need not worry. The upset girl, who had never before been separated from her sister, wiped the tears from her eyes and gave Delellis a big hug.

William Doynics, courier, LVH–Hazelton

On a rainy, windy day Lantern Lane was blocked due to flooding. Persistent in his quest to pick up the delivery, Doynics parked a block away from the office, donned his raincoat and walked through the heavy winds and rain to complete his job. The supplies were then delivered on time to the offices where they were needed.

Bernadette Kratzer Celebrates 50 Years of Service

by [Rick Martuscelli](#) · November 14, 2018



□ 3

□ [Share](#)

During [Lehigh Valley's annual Star Celebration event](#), one colleagues was honored for 50 years of service: Bernadette Kratzer, RN. Here is the story of her career.

As an adolescent, Kratzer was so impressed by the nurses taking care of her hospitalized grandmother that she opted to pursue that career. She received a “phenomenal education” at Allentown Hospital School of Nursing, graduated in 1966 and started her career in the operating room (OR) in what today is LVH-17th Street. “I was humbled and honored to work alongside surgeons who were good, caring people and pioneers in their field,” Kratzer says. In 1980, Kratzer moved to the OR at LVH-Cedar Crest, where she worked night shift.

In 1990, Kratzer saw a job posting for a nursing position in the infection control and prevention department. “The OR is a busy place that requires physically demanding work,” she says. “I asked myself if I would be able to work there years from now.”

She decided to apply for the new position and got the job. She's been working in infection control and prevention ever since. "I made the right decision," Kratzer says.

In her new role, she met another mentor, Luther Rhodes, MD, Chief of Hospital Epidemiology. "He has devoted his life to medicine and has intelligence that I covet," Kratzer says. "He is exceptional."

The evolution of the care provided in infection control and prevention kept Kratzer passionate about her work. She's seen care for conditions for which there was no hope, such as HIV, progress to a point where they can be successfully managed. "It's been eye-opening to witness these advances and rewarding to deliver the care to patients," she says.

Kratzer has been married 51 years to her high school sweetheart, Robert. They have three children and three grandchildren, and cherish time spent with family. They also are avid Penn State football fans and have been season ticket holder for 40 years. Kratzer also enjoys handwork such as knitting and embroidery.

Today, Kratzer works two days a week with no thoughts of retirement. "As long as I can contribute to the department and help people, I don't see a reason to stop," she says. "Working with great people in a great department – it's a great feeling."

Join the “Maintain Don’t Gain” Challenge

by [Admin](#) · November 14, 2018

Losing weight can be challenging during any season. It can be particularly difficult, however, during the holidays. High calorie get-togethers with loved ones, travel plans both near and far, and seasonal stressors can wreak havoc on your weight loss goals.



[1](#)

[Share](#)

The good news is it doesn't have to be this way. If losing weight during the holiday season seems daunting, make it a goal to simply maintain your weight with the “Maintain Don’t Gain” challenge. This six-week challenge can help you maintain your weight while still enjoying the festive flavors and delicious delights of the holidays with your loved ones.

Here's how it works:

- Log in each week to record your weight, read helpful tips, and boost your motivation.
- Use the chart to view your efforts over time.
- See your results calculated at the end of the challenge using your final weight.
- Complete the challenge and be entered in a raffle to win a Fitbit.

Get started:

- Enrollment begins Nov. 7.
- Sign up by logging in to MyTotalHealth.LVH.com. Under challenges, find “Maintain Don’t Gain” and then select “Enroll.”
- Participate from Nov. 14 to Dec. 26.

For more information, contact BeneFIT Corporate Wellness at 800-955-6620, option #2.

Expanding Treatment and Service at ExpressCARE

by [Marciann Albert](#) · November 12, 2018

Knowing high-quality providers are available seven days a week, including holidays, at an affordable cost at ExpressCARE provides patients with peace of mind.

ExpressCARE locations at Muhlenberg and Whitehall not only provide these conveniences, they also offer follow-up care for patients who visited the emergency department following an animal bite.



[4](#)

[Share](#)

“Because patients require three additional visits (for post exposure prophylaxis), ExpressCARE has partnered with the emergency department to provide the necessary injections as an outpatient treatment as opposed to three additional ED visits,” says [Mark Prezioso, PA-C](#), ExpressCARE Director for Lehigh Valley Physician Group. “This collaboration provides improved satisfaction by providing convenient, affordable care for our patients.”

With flu season upon us, ExpressCARE locations also are prepped and ready to ensure patients have the rapid tests and medications for symptom management. This includes a new advanced Alere I testing method for all ages for the influenza virus.

It is important to remember that symptoms of the flu virus may occur with an abrupt onset and include:

- Fever

Chills

- Cough
- Sore throat
- Headache
- Fatigue
- Muscle and body aches

ExpressCARE locations also have ability to provide IV fluids for patients experiencing symptoms related to the flu virus.

Learn more about [ExpressCARE on LVHN.org](https://www.lvhn.org/expresscare). You also can check ExpressCARE wait times on that webpage.

A Fantastic Forum for Change

by [Marciann Albert](#) · November 16, 2018

Are you a patient services representative (PSR), cross-trained medical assistant, office coordinator or revenue cycle support service staff interested in enhancing practice workflows and improving the patient experience? If so, the Physician Billing and Patient Services Representative User Group is for you.



☐ [Share](#)

The football theme continues this month as we feature Most Valuable Player (MVP) stories and shine the stadium lights on our first PSR-MVP Award recipient, Ashley Reitz (pictured) of Lehigh Valley Physicians Practice—Specialties.

If you have a PSR in your practice who demonstrates PRIDE behaviors, performed a specific action exceeding a patient's expectation, or went above and beyond to make the patient experience the best it could be – submit nominations to Jennifer.Merrick@lvhn.org by Nov. 23.

Please keep your MVP nomination selection confidential and do not disclose information to the MVP you are nominating. Team members will reach out to you if your nomination has been selected to ensure you can be part of the celebration at the Nov. 29 User Group.

Registration instructions and group details for the Physician Billing and PSR User Group Forum include:

Target audience: Patient services representatives (PSRs), cross-trained medical assistants, office coordinators, revenue cycle support service staff, and/or

colleagues who have a touchpoint in direct patient care

Objective: Integrate practice optimization tools that enhance the patient experience and reduce outmigration of services.

Date: Nov. 29, 2018

Time: 3-5 p.m.

Live location: LVH–Cedar Crest auditorium

Meeting times will alternate each month to best accommodate PSR schedules. You may self-register or have a manger sign you up through eLearning (TLC). Click on the instructions below:

- [Self-Register](#)
- [Manager](#)

The meeting will be broadcast to the following locations with interactive capabilities. All sites will register as attending at LVH–Cedar Crest. This meeting is also being recorded.

- LVH–Hazleton, Annex Board Room
- LVH–Pocono, Main Hospital, 206 East Brown Street, East Stroudsburg, 3rd Floor, 3D Conference Room, D Wing (audio capabilities only).
- LVH–Schuylkill E. Norwegian Street, conference room C, second floor

Questions pertaining to registration or meeting content may be directed to

Lynne_A.Reph@lvhn.org.

Cruise the Eastern Caribbean With Our Recreation Department

by [Emily Shiffer](#) · November 13, 2018

The LVHN Recreation Committee is inviting LVHN colleagues and their families on an eight-day eastern Caribbean cruise on the Carnival Sunrise, July 30-Aug. 7, 2019.

The cruise will depart from New York and head to Grand Turk, Turks and Caicos; San Juan, Puerto Rico; and Amber Cove, Dominican Republic.



Pricing:

Inside Cabin- \$1,115.52 per person (two adults per cabin) + gratuities

Ocean View- \$1,230.52 per person (two adults per cabin) + gratuities

For other group scenarios (three to a group, children, etc.), please call Jessica from Global Expeditions at 610-905-4577 for pricing.

To read about more trip details or to sign up, [click here](#).

For more information please contact Latoya Mitchell, latoya_s.mitchell@lvhn.org or call 484-862-4143.



[Share](#)